



**DEFENSE LOGISTICS AGENCY**  
THE DEFENSE CONTRACT MANAGEMENT COMMAND  
8725 JOHN J. KINGMAN ROAD, SUITE 2533  
FT. BELVOIR, VIRGINIA 22060-6221

SEP 20 1996

IN REPLY  
REFER TO AQBC

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT COMMAND  
DISTRICTS  
COMMANDERS, DCMC CONTRACT ADMINISTRATION OFFICES  
DIRECTOR, SPECIAL PROGRAMS

SUBJECT: DCMC Memorandum No. 96-28, Assessment Follow-up  
( POLICY) , **REVISED**

This is a POLICY memorandum. It expires when the content is included in DLAD 5000.4, Contract Management (One Book) . Target Audience: All DCMC organizations.

This policy describes the responsibilities for performing follow-up actions resulting from an Internal Operations Assessment (IOA) .

The Assessment Center is responsible for disseminating IOA reports to DCMC senior leadership, the District Headquarters, and the Contract Administration Office (CAO) which received an assessment visit. The Center shall assist, as needed and called upon, in the follow-up process.

CAOs receiving an IOA report shall analyze the report to determine the critical areas of their operations, in order of priority, which may require improvement actions and shall design an improvement plan consisting of improvement commitments and implementing actions. The CAO shall ensure that an adequate and realistic milestone schedule is established for these improvement actions and that the schedule is met. Improvement commitments should be included in performance plan updates. The IOA improvement plan shall address, as a minimum, all Serious, Major, and Minor concerns and shall be provided concurrently to the District Headquarters and the Commander, DCMC.

The District Headquarters shall review improvement plans for adequacy and provide comments to the Commander, DCMC. The Commander, DCMC will approve CAO improvement plans. District

Headquarters shall also monitor execution of the improvement plan, provide assistance as appropriate, and validate satisfactory progress and closure in meeting improvement commitments.

Follow-up assessment visits will be conducted by the Assessment Center when appropriate. Assessment reports shall be reviewed collectively by the Assessment Center and Districts to identify Command-wide and District-wide remedial actions. Status of follow-up and remedial actions shall be provided when called upon by the DCMC Commander. These IOA follow-up responsibilities are summarized in the following table:

	DCMC Commander	AQB/ AQO	Assessment Center	District	CAO
Publish Report			<b>X</b>		
Prepare Improvement Plan					<b>X</b>
Approve Improvement Plan	<b>X</b>				
Provide Assistance		<b>X</b>	<b>X</b>	<b>X</b>	
Monitor/Validate Execution				<b>X</b>	
Follow-Up Visit (As Required)			<b>X</b>		

For further information, please contact Colonel Frank K. Toda, AQBC, Assessment Team Chief, on commercial (703) 767-2415 or DSN 427-2415, Internet address: frank\_toda@hq.dla.mil.



ROBERT W. DREWES  
Major General, USAF  
Commander